Rent Relief Program Online Application
Landlord User Guide
February 2022

Step by step instructions on how to utilize the Gov2Go online system to submit your RRP Landlord Application
### Section Listing and Useful References

<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Create Gov2Go Account</td>
<td>Enroll in Rent Relief</td>
<td>Start Landlord / Property Owner Profile</td>
<td>Complete Landlord / Property Owner Profile</td>
</tr>
<tr>
<td>5</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Create New Landlord Application</td>
<td>Upload Required Documentation</td>
<td>Complete Landlord Application</td>
<td>Enter Eligibility Information</td>
</tr>
<tr>
<td>9</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Enter Tenant Information</td>
<td>Enter Household Member Information</td>
<td>Enter Rental Information</td>
<td>Enter Self Employment Information</td>
</tr>
<tr>
<td>13</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Upload Lease and Complete Application</td>
<td>Setup Banking Information</td>
<td>Check Application Status</td>
<td></td>
</tr>
</tbody>
</table>

**Other Useful References**

- **Virginia DHCD Rent Relief Program Website**
  - Detailed guidance on the RRP and links to information
- **Virginia W-9 Form**
  - Required to be completed and uploaded for Landlord application
- **Landlord Application FAQs**
  - Common questions regarding program eligibility and application process
- **Documentation Requirements**
  - Specific details regarding the expected format and contents of required documentation for application
- **Customer Support Information**
  - Additional information on customer support capabilities and how to contact for help
- **Gov2Go Website**
  - Link to Gov2Go where all application activities will take place, can also be accessed via mobile app
1. Navigate to getgov2go.com, scroll down to Get Started and click “gov2go Web”

2. If you already have an account, enter your email and click “Continue”, then enter your password and click “Sign In”

3. If you do not have an account, click “Create Account”, enter email address and password (as well as both confirmations), then click the blue button labeled “Create Account”

4. Enter “Virginia” as the state and click “Update”

**IMPORTANT TIP:** This program is for Tenants living in Virginia, you must enter “Virginia” to be eligible. Landlords that live outside Virginia but own rental properties in Virginia must also enter “Virginia”.

For additional support contact: rpsupport@egov.com or 1-833-RENT-RELIEF
1. Click “Discovery”
2. In the “Search Discovery” box, type ‘Rent Relief’ then click “Search”
3. Click the “Apply” image for Virginia Rent Relief Program
4. Click “Enroll” and “Next” after reading program description
5. If you are a Landlord seeking rent assistance for a Tenant, click “Landlord”

For additional support contact: rrpsupport@egov.com or 1-833-RENT-RELIEF
1. Enter your contact information

2. Select any organizational affiliations, if applicable (e.g. Sobchak Properties, LLC)

3. If you choose to affiliate with an organization, a verification screen will appear, click “Next”

4. Once you are granted access by the system administrator, you will be given access to the remaining application steps

**EXAMPLE:** If you are a landlord working with Sobchak Properties, only click Sobchak Properties. Requesting affiliation with other organizations you are not associated with can cause delays with your ability to use the program

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4 Complete Landlord/Property Owner Profile

1. Enter personal mailing address where you would like to receive communications

2. Enter rental property information, be sure to include unit or apartment number if applicable

3. The system may correct small details with the address you entered, (Example: Road changed to Rd, Lane to Ln, P.O. Box to PO Box, etc)
4. Repeat previous steps for each individual unit and any additional properties (if required), review for accuracy and select “I do not have any more properties to enter” once complete

5. Upload W9 form (click here to access W9 form for download)

**IMPORTANT TIP:** Each property entered will be associated with a specific tenant, so be sure to include a separate entry for each unit within a building and verify all information is correct to avoid delays in processing

For additional support contact: rrpsupport@egov.com or 1-833-RENT-RELIEF
1. Select “Start New Landlord Application”

2. Verify the requested personal information, make any required changes before moving forward

3. Enter the Tenant information and select the most appropriate options from the drop-down menus, be sure to include unit or apartment number if applicable

4. Review the information to ensure it is all correct

**IMPORTANT TIP:** If a Landlord cannot provide an email or a phone number for their tenant, they will not be able to submit a Landlord application and the Landlord should contact customer support for assistance.

For additional support contact: rrpsupport@egov.com or 1-833-RENT-RELIEF
1. Click “Browse” and upload the Ledger, then click “Next”

2. Select the most appropriate option to add or remove Ledger documents, when you are finished uploading Ledger documents, select “I do not have any more ledger documents to upload”

3. Click “Browse”, then select and upload your Lease

4. If you are finished uploading documents, select appropriate option

5. Upload your companies W-9

**IMPORTANT TIP:** Additional information on documentation requirements can be found in an appendix of this user guide. File types accepted are as follows: .jpg, .gif, .png, .doc, .docx, .pdf.

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Complete Landlord Application

1. Review the Agreement page, select “Yes”

2. Here you will be provided a confirmation number, print this page for your records

3. If you will be submitting a unified application on behalf of your tenant, select "Yes" and proceed with next steps

4. If you are only completing the landlord portion of the application, select "No" and proceed to step 14 "Setup Banking Information"

IMPORTANT TIP: Once the Landlord application is submitted, the Tenant will receive an email (if Tenant email was provided) inviting them to submit a Tenant application associated with the Landlord’s application.

For additional support contact: rpsupport@egov.com or 1-833-RENT-RELIEF
1. Enter in your Tenants COVID attestation so ensure he or she qualifies based on the ERA2 Guidelines set by the U.S Department of Treasury.

2. Enter in your Tenants financial information. Please note the financial amounts listed are for example only. Different numbers will appear based on zip code.

3. Select if your Tenant receives any of the following financial assistance.

For additional support contact: rpsupport@egov.com or 1-833-RENT-RELIEF
1. Enter in additional information regarding your tenants previous financial assistance

2. Enter in your tenants demographics. This information reflect the Head of Household

3. Review your tenants information, this information reflects the Head of Household
1. Enter requested information about the other household members (not including primary tenant). Repeat this step for each member of the household.

2. Review the information, if corrections are needed select “I need to update one of the above household members”. If no corrections are needed select “I am done with household members”.

**IMPORTANT TIP:** Household members should only be entered in addition to the primary tenant, you do not need to re-enter primary tenant information on the household member forms.

For additional support contact: rrpsupport@egov.com or 1-833-RENT-RELIEF
1. Select what months you need assistance for. Please note that the months that will appear are the ones that correspond with your lease

2. Enter the amounts needed in each field. The amounts entered should not exceed what is listed on the lease. If partial amount is needed enter that amount

3. The previous 2 steps will be repeated until all eligible months have been completed

4. Review the information regarding the monthly rent along with the utilizes and other fees. The utilities and other fees can only be entered as long as they are specified as being covered by the landlord in the lease

**IMPORTANT TIP:** In this example there are $100.00 in the “Utilities” columns. This is to reflect utilities that will now be reflected on the ledger as unpaid utilities covered by the landlord. You cannot request future late fees, or future utilities.

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1. If self-employment was previously indicated, enter the information requested.

2. If you previously indicated that you participate in another government program, such as SNAP, you will need to upload the award or determination letter.

3. If you previously indicated that you were self-employed, review the Self-Employment Certification. If everything is correct and you wish to acknowledge the certification, click on each checkbox.

For additional support contact: rpsupport@egov.com or 1-833-RENT-RELIEF
1. Click “Browse”, upload the lease document signed by both you (the affiliated landlord) and the tenant

2. Please fill out and attest to the Unified Application Consent and Attestation form (click here to download). Complete form and upload

3. If all the information you entered is accurate and correct to the best of your knowledge, please certify and submit

4. Please write down and keep the tenant application number for your records. Your application number and the tenants application number will come together to create your “Case” and move along successfully along in the Gov2Go system

For additional support contact: rpsupport@egov.com or 1-833-RENT-RELIEF
1. Select “Setup Banking Information”

2. Select “Checking” or “Savings”, enter your bank’s Routing and Account numbers, the name on the account, and the name of the bank (the name of the bank should automatically populate based on the routing number entered)

3. Enter the Billing address that is associated with the bank account. When finished, click “Save Payment Method” (not pictured)

4. Once the screen indicating a successful attempt has appeared

**IMPORTANT TIP:** Once complete you do not need to revisit this banking information as doing so will erase the data and require you to re-enter and save

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Check Application Status

1. To check the status of an application, login and access Virginia Rent Relief Program, click “Check Landlord Application Status”

2. Select the property from the drop-down menu (if you have multiple locations use confirmation number to identify)

3. The current application status will be listed here

Status Definitions

**Application submitted:** Your application has been submitted, waiting for review  
**Application accepted:** Your application has been reviewed and accepted  
**Application Rejected:** Your application has been reviewed but was rejected  
**Case Under Review:** Your application has been paired with Tenant application and is being reviewed  
**Case Approved:** You have been approved for Rent Relief  
**Case Denied:** You have been denied Rent Relief

**IMPORTANT TIP:** A ‘case’ is created in the Gov2Go system when your landlord application has been successfully paired with your tenant’s application

For additional support contact: rrpsupport@egov.com or 1-833-RENT-RELIEF
## Documentation Requirements

### Virginia W9
- The Landlord shall provide a completed Virginia W9, no other document(s) will be accepted in lieu of.
- The Virginia W9 can be found by clicking here.

### Ledger
- The rent ledger shall be provided by the Landlord.

### Signed Lease
- The lease must be SIGNED by Tenant(s) and Landlord and all pages must be uploaded (not just first page or signature page).
- The lease must cover the period(s) for which rent relief is being requested. Any lease extensions beyond the original lease must also be uploaded.
- The lease must include the address of the property and the rent amount.
- If no lease is available, provide evidence of the three most recent payments of rent. This can be bank statements, check stubs, or rent receipt from landlord. Documentation should show three payments of approximately the same amount, made to the same landlord or property management company at regular intervals (for example, every month).

Documents being uploaded can be in the form of scanned copies of original document, digital photographs of documents, and emails or handwritten attestations from employers, landlords, caseworkers, or others with knowledge of the household’s circumstances.

File types accepted are as follows: .jpg, .gif, .png, .doc, .docx, .pdf.

For additional support contact: rrpsupport@egov.com or 1-833-RENT-RELIEF
Customer Support Information

Toll Free Number
1-833-RENT-RELIEF or 833-736-8735

Email Support
rrpsupport@egov.com

Hours Of Operation
Monday - Friday from 8:00 a.m. to 8:00 p.m.
(Closed Saturday, Sunday, and state holidays)

Other Useful References
(click image to link to additional references)

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